

Janine Jennigs
18726 Choctaw Rd
Bend OR 97702

Sep 5th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I do not want to have to use Century Link for my ISP service provider. When I lived in Hood River, Oregon, I was happily a Gorge.net customer. I had been with Century link, and their Customer Service was worse than the pits.

Here in Bend, Oregon, I have also opted not to use Century Link, and do wish there was a Gorge.net type company who cared about customer service. I am with BendBroadband.com here, and I have missed Gorge.net, and more competition, to keep prices down, and better product for more competitive rates.

Century Link tries to tell you that you will get great speeds if you go with them. Lies!!! You switch to them and get worse, and they say it's just your location. Well, I would NOT have switched had they told me up front that my location got very slow speeds. Thank Goodness that Gorge.net took pity on me and added me back in to their network, no penalties. I live in Bend. Oregon now, and I still have my EMail through them. BendBroadband and Century link are the ONLY options for Phone Plus internet service in Bend, Oregon. I wish there was more competition here to serve me better. I was MUCH happier with Gorge.net!

Small companies care about their customers. They offer competitive rates, and true to their word services.

Shame on the Big Companies for trying to squish out the small companies. Shame on you for letting them think they could do so.

Sincerely,

Janine Jennigs